

## CLAIMS

What is claimed is:

1. A system for providing a call back option to a customer of a call center, comprising:
  - a telecommunications switch;
  - an automatic call distributor in communication with the telecommunications switch via first and second communications links;
  - means for providing the customer with a call back option in response to a first call from the customer, wherein the first call is routed to the automatic call distributor by the telecommunications switch over the first communications link; and
  - means for establishing a second call between the automatic call distributor and the customer over the second communications link when the customer accepts the call back option.
2. The system of claim 1, wherein the means for providing the customer with a call back option includes means for providing the customer with a call back option when the call center is busy.
3. The system of claim 2, wherein the means for providing the customer with a call back option when the call center is busy includes means for providing the customer with a call back option based on the time of the first call from the customer.

4. The system of claim 2, wherein the means for providing the customer with a call back option when the call center is busy includes means for providing the customer with a call back option based on an indication from the call center.

5. The system of claim 1, wherein the means for providing the customer with a call back option includes means for playing a message for the customer regarding the call back option and for determining whether the customer accepts the call back option.

6. The system of claim 1, wherein the means for providing the customer with a call back option includes means for providing a customer call back option.

7. The system of claim 6, wherein:  
the means for providing a customer call back option includes means for providing the customer with an option to call back the call center during a specified time period; and  
the means for establishing the second call includes means for establishing the second call during the specified time period.

8. The system of claim 1, wherein the means for providing the customer with a call back option includes means for providing a call center call back option.

9. The system of claim 8, wherein:

the means for providing a call center call back option includes means for providing the customer with an option of having the call center call back the customer during a specified time period; and

the means for establishing the second call includes means for establishing the second call during the specified time period.

10. The system of claim 1, wherein the means for providing the customer call back option and the means for establishing the second call include a call back service platform in communication with the automatic call distributor.

11. The system of claim 1, wherein:

the means for providing the customer call back option includes an incoming call processing module in communication with the automatic call distributor; and

the means for establishing the second call includes a return call processing module in communication with the automatic call distributor.

12. The system of claim 11, wherein the incoming call processing module is for playing a message providing the customer with the call back option in response to the automatic call distributor receiving the first call, and for detecting a response by the customer to the message.

13. The system of claim 12, wherein the return call processing module is for placing the second call to the customer when it is determined that the customer accepted the call back option.

14. The system of claim 1, wherein:

the means for providing the customer call back option includes:

a service control point in communication with the telecommunications switch;

and

an intelligent peripheral in communication with the service control point; and

the means for establishing the second call includes the service control point.

15. The system of claim 1, wherein at least one of the first and second communications links includes a trunk circuit.

16. A system for providing a call back option to a customer of a call center, comprising:

a telecommunications switch;

an automatic call distributor in communication with the telecommunications switch via first and second communications links; and

a call back service platform in communication with the automatic call distributor.

17. The system of claim 16, wherein:

the telecommunications switch is for routing a first call to the call center from the customer to the automatic call distributor via the first communications link; and

the call back service platform is for providing the customer with a call back option in response to the first call from the customer, and for establishing a second call between the automatic call distributor and the customer over the second communications link when it is determined that the customer accepted the call back option.

18. The system of claim 17, wherein the call back service platform is further for providing the customer with an option of having the call center call back the customer during a specified time period, for determining whether the customer accepted the call back option, and for establishing the second call during the specified time period when it is determined that the customer accepted the call back option.

19. A call center, comprising:

an automatic call distributor; and

a call back service platform in communication with the automatic call distributor, wherein the call back is for providing a customer with a call back option in response to a first call from the customer to the automatic call distributor over a first communications link, and for establishing a second call between the customer and the automatic call distributor over a second communications link when it is determined that the customer accepted the call back option.

20. The call center of claim 19, wherein the call back service platform is further for providing the customer with an option of having the call center call back the customer during a specified time period, for determining whether the customer accepted the call back option, and for establishing the second call during the specified time period when it is determined that the customer accepted the call back option.

21. A system for providing a call back option to a customer of a call center, comprising:

a telecommunications switch for detecting a first call from the customer to the call center;

a service control point in communication with the telecommunications switch for determining whether, in response to detection of the first call by the telecommunications switch, the call center is busy; and

an intelligent peripheral in communication with the telecommunications switch for receiving the first call when it is determined by the service control point that the call center is busy and, in response thereto, for providing the customer with a call back option and for determining whether the customer accepted the call back option,

wherein the telecommunications switch is for routing the first call to the call center over a first communications link when it is determined by the service control point that the call center is not busy, and

wherein the service control point is for establishing a second call between the customer and the call center over a second communications link between the telecommunications switch and the call center when it is determined that the customer accepted the call back option.

22. The system of claim 21, wherein the service control point is for determining whether the call center is busy based on the time of the first call from the customer.

23. The system of claim 21, wherein the service control point is for determining whether the call center is busy based on an indication from the call center.

24. The system of claim 21, wherein the intelligent peripheral is for providing the customer with a customer call back option.

25. The system of claim 24, wherein:  
the intelligent peripheral is for providing the customer with an option to call back the call center during a specified time period; and  
the service control point is for establishing the second call during the specified time period.

26. The system of claim 21, wherein the intelligent peripheral is for providing the customer with a call center call back option.

27. The system of claim 26, wherein:  
the intelligent peripheral is for providing the customer with an option of having the call center call back the customer during a specified time period; and  
the service control point is for establishing the second call during the specified time period.

28. A method for providing a call back option to a customer of a call center, comprising:

routing a first call from the customer to the call center over a first communications link;  
providing the customer with a call back option in response to the first call from the customer to the call center; and  
establishing a second call between the call center and the customer over a second communications link when the customer accepts the call back option.

29. The method of claim 28, wherein providing the customer with a call back option includes providing the customer with a call back option when the call center is busy.

30. The method of claim 29, wherein providing the customer with a call back option when the call center is busy includes providing the customer with a call back option based on the time of the first call from the customer.

31. The method of claim 29, wherein providing the customer with a call back option when the call center is busy includes providing the customer with a call back option based on an indication from the call center.

32. The method of claim 28, wherein providing the customer with a call back option includes:

playing a message for the customer regarding the call back option; and



determining whether the customer accepts the call back option.

33. The method of claim 28, wherein providing the customer with a call back option includes providing a customer call back option.

34. The method of claim 33, wherein:  
providing a customer call back option includes providing the customer with an option to call back the call center during a specified time period; and  
establishing the second call includes establishing the second call during the specified time period.

35. The method of claim 28, wherein providing the customer with a call back option includes providing a call center call back option.

36. The method of claim 35, wherein:  
providing a call center call back option includes providing the customer with an option of having the call center call back the customer during a specified time period; and  
establishing the second call includes establishing the second call during the specified time period.